GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

STARRED QUESTION NO:78
ANSWERED ON:21.11.2016
Irregularities by Authorised Agents/Dealers
Lakhanpal Shri Raghav

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether the Government/ Oil Marketing Companies (OMCs) including the Bharat Petroleum Corporation Limited have received a number of complaints of irregularities being committed by their authorised agents/ dealers during the last three years and the current year;
(b) if so, the nature of such complaints received, and follow-up corrective action taken during the above period year-wise and OMC-wise;
(c) the action taken by the Government over such complaints including the number of cases of irregularities/ malpractices established/proved to be true during the said period and the number of persons/ dealers penalised/suspended in such cases, OMC and case-wise;
(d) the number of cases pending at present on which action is yet to be taken along with the reasons therefor and the steps being taken for expeditious settlement of such cases; and
(e) the detail of surprise inspections conducted during the above period along with corrective steps taken by the Government to check such irregularities/ malpractices?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) to (e): A statement is laid on the Table of the House.
Statement referred to in reply to Lok Sabha Starred Question No.78 asked by Shri Raghav Lakhanpal for answer on 21.11.2016 regarding 'Irregularities by Authorised Agents/Dealers'.
(a) & (b) : Public Sector Oil Marketing Companies (OMCs) have reported that complaints regarding irregularities/malpractices at ROs received from the customers during the last three years and current year (April − September, 2016) have been disposed off/closed. Details of number of complaints with nature of complaints received by the Government /OMCs are given at Annexure-I :
(c) & (d) : OMCs have reported that in regard to minor complaints against RO dealers which are not covered under Marketing Discipline Guidelines (MDG), dealers have been suitably counseled and for complaints covered under the MDG, the action of suspension of sales and supplies, imposing penalty etc. has been taken by OMCs, wherever warranted. OMC-wise details of the same are at Annexure-II
(e) : OMCs undertake regular and surprise inspection of Retail Outlets and take action under the provisions of MDG and Dealership Agreements against the outlets found indulging in irregularities/malpractices. The MDG provides for termination of outlets in the first instance for serious malpractices and graded penalties for other malpractices/irregularities. The Motor Spirit and High Speed Diesel (Regulation of Supply, Distribution and Prevention of Malpractices) Order, 2005 issued by the Central Government under Essential Commodities Act, 1955 provides for punitive action also against malpractices such as adulteration. Several initiatives to prevent irregularities in Retail Outlets have been taken that include Automation of Retail Outlets, Third Party Certification of Retail outlets and Monitoring of movement of tank trucks through Global Positioning System (GPS). State/OMC-wise detail of inspections carried out at Retail Outlets during last three years and current year up to September, 2016 is annexed as Annexure-III.
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